



Government Innovation WEST

*Connecting leaders and ideas to build
a better public service*

Wednesday, October 6, 2021
Online | 9am PT



VIRTUAL EVENT



PUBLIC
SECTOR
NETWORK



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Agenda at a Glance

As we begin to break free from the confines of COVID; a “renewed normal” has begun to take shape across the country.

Now, more than ever, public sector innovation is a must. By leveraging new approaches to old problems – from policy design to service delivery, new technologies and improving the use of data – we stand to improve the performance and responsiveness of government to the challenges we face today. Ensuring that recovery is both fast and equitable, we need to collaborate, share ideas and accelerate innovation throughout the public sector, ultimately to delivery better services to all stakeholders, and better outcomes for citizens.

In that spirit, **Public Sector Network** would like to invite you to join the conversation at our **Government Innovation WEST** virtual event – where we will spotlight both leaders, and initiatives, from across the Western United States that will inspire and motivate you to keep reaching for excellence! Gain the ideas, the inspiration, and the practical knowhow needed to drive innovation in this new era.

What’s New in 2021:



The largest gathering of state and local government innovation leaders across the Western United States



Hear from an inspiring speaker panel of 10+ leaders from **State of Washington, City of Los Angeles, University of Arizona** and more



Benchmark against 3 expert case studies showcasing how different government departments are achieving holistic innovation and pioneering seamless citizen delivery across their states and localities



Share your thoughts and ask your burning questions in interactive polls, panel discussions and Live Q&A

Speakers



Michaela G. Doelman
*Chief Human Resources Officer,
Employment Security Department,
State of Washington*



Amardeep Prasad
*Director of Civic Innovation,
City and County of San Francisco (CA)*



David Graham
*Chief Innovation Officer,
City of Carlsbad (CA)*



Vishal Hanjan
*Industry Lead - U.S. State and Local Government,
Appian*



Julien Antelin
*Director of Innovation,
Department of Neighborhood Empowerment,
City of Los Angeles (CA)*



Steve Witt
*Director, Public Sector,
Nintex*

Who should attend?

Departments: IT, IS, Administration, Transportation, Finance/Treasury, Healthcare, Social Services, HR

Commissioners/Chiefs/Deputy Chiefs/Directors/Managers:

- Data & Analytics and Data Science
- AI, Automation & Machine Learning
- Information Technology & Security
- Technology & Digital Capability
- Cyber Security & Privacy
- Digital Technology & Applications
- Digital Service Delivery
- Enterprise Infrastructure
- Digital Innovation/Transformation
- Corporate Services
- Citizen Engagement & Experience
- Service Design & Delivery
- Workforce & HR Transformation
- Strategic Planning

Reasons to attend:



Explore the Innovations – both technological and cultural – that will define the future of the public sector



Leverage lessons learned from crisis-driven responses to COVID-19 to reprioritize and reframe your processes and services in a way that best supports efficiency, useability, equity, and inclusivity



Discuss opportunities to learn new skills, increase capabilities, and reduce redundancies



Explore policies and perspectives that will help you to better adhere to your vision – and identify the right people, processes, and tools to support that vision

“Loved the diversity of presentations!”

City of Reno, NV

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Agenda

Program Wednesday, October 6th 2021

9:00am PT Welcome from the Public Sector Network

9:05am PT Chair Opening:
Developing Innovation Policies & Strategies in the Public Sector

9:20am PT Government Keynote Session:
Building our Innovation Capabilities: People, Process and Technology

- Fostering a whole of public sector digital first culture
- A guide to becoming iterative and increasing flexibility in a public sector environment

9:40am PT Government Case Study:
Leveraging Data to Get Back to Basics

Our increasing dependence on technology has continued to provide incredible opportunities and offered public sector leaders the ability to drive decision-making with high-quality insights derived from data – but that’s not the whole story. While data has provided a sea-change in how we are able to approach our work, not everything can be quantified and not everything can be digitized. Ensuring that you keep your focus on your mission, and the people who facilitate that, means sometimes going back to basics. Join Michaela Doelman as she guides you through how the ESD has leveraged data, and how that insight has spurred them to renew their commitment to the fundamentals; people, people, people.

Michaela G. Doelman, *Chief Human Resources Officer, Employment Security Department, State of Washington*

9:55am PT Partner Session:
Increasing Public Sector Efficiency by Leveraging Automation



“Great events and excellent speaker group! It was good to hear from others in the region.”

City of Sioux Falls, SD

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10:10am PT

Panel Discussion:

A Practical Guide to Cultural Innovation

While we often approach innovation conversations from a technical standpoint – the most innovative organizations have applied an innovative culture permeating their work. Explore how an innovative culture begets more innovation!

- Exploring the most effective strategies for implementing new ideas, policies & processes at scale
- Leveraging employee skills as a force multiplier to accelerate innovation
- Practical tips for becoming more iterative and increasing flexibility in response to disruption
- Building organizational capacity to address shortcomings

David Graham, *Chief Innovation Officer, City of Carlsbad (CA)*
Julien Antelin, *Director of Innovation, City of Los Angeles (CA)*

10:40am PT

Academic Case Study:

Topic TBD

10:55pm ET

Refreshment Break

11:00am PT

Fireside Chat::

Doing More Together: Exploring San Francisco’s Start-Up in Residence (STIR) and Civic Bridge Initiatives

As a hot-bed for innovation – the culture within the City & County of San Francisco has leveraged that unique dynamic and developed innovative programs that are apply innovation to 52 departments across the jurisdiction. Join Amardeep Prasad for a conversation exploring some of San Francisco’s most innovative initiatives, the impact they are having across the City/County’s Departments, and the quality of work needed to become a new national model.

Amardeep Prasad, *Director of Civic Innovation, City and County of San Francisco (CA)*

“The event was **well run and moderated**, the mix of providers and practitioners worked well, and the topics were timely and met my expectations. Thank you.”

Marin County, CA

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11:15am PT

Partner Session:

The Low Code Revolution: Exploring the Art of the Possible

As leaders across the country contend with leveraging the power of automation and its potential – many are held back by not having team members with the necessary skill sets to roll that out; but the low code revolution is changing that reality. Join Vishal Hanjan as he leads you along a journey to explore the art of the possible and how low code automation is reframing how States & Localities are applying automation in their day-to-day processes.

Vishal Hanjan, *Industry Lead - U.S. State and Local Government*, **Appian**

11:30am PT

Panel Discussion:

Integrating Automation to Drive Process Integration

Steve Witt, *Director, Public Sector*, **Nintex**

12:00pm PT

Closing Remarks from the Chair

12:05pm PT

Virtual Event Adjourns



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